

Naeem Khaliq

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Profile

Having lived in different countries and cultures since the age of six, is a multi-lingual, energetic and an innovative Rooms Division professional. Fluent in spoken Chinese (Mandarin), considers English as a first language and has received education from brilliant International Schools and Universities around the World. Handles the improvement, management and enhancement of guest satisfaction, delivery of service with a great deal of confidence. A very organized individual in every aspect of life, who likes to set goals and is passionate enough to achieve them with a deadline. Has benefited from a personal, enriching and learning experience while working in a truly international and multicultural environment. Is an intuitive communicator and has the expertise to build excellent relationships with multi-national customers and team members.

Aim

With the extraordinary experience in the hospitality industry, my aim is to advance my knowledge in different work places and cultures. To obtain employment in an international company in which my educational background and experience could be utilized, to gain more knowledge in further pursuing my career.

Specialities

**Customer Relations
Upselling (TSA)**

**Front Office
Recruiting**

**Operations Management
Training**

Teamwork

Qualifications

2020 - Present	MBA Hospitality Management	Ecole hôtelière de Lausanne
2013 - 2016	BSc (Hons) Hospitality Management	HKU SPACE, Hong Kong/Plymouth University, UK
2007 - 2010	Associate Degree in Hospitality Management	Glion Institute of Higher Education, Switzerland
2001 - 2007	High School Diploma	International School of Beijing, China

Skills

Languages	Punjabi, Urdu (Mother tongue), English (Fluent), Mandarin (Speaking only)
Professional	Rooms division, Front Office, Upselling (TSA), Training, Customer Relations, Talent Development
IT Skills	MS Office: Word, Excel, PowerPoint, Opera, OASYS, and OASYS eDocs

Work Experience

2019 February- Present

Jumeirah Vittaveli Maldives

| <http://www.jumeirah.com> | Male, Maldives

Front Office Manager

Heading the Front Office Operations of this beautiful Island Resort. With 90 Villas it is one of the most breath taking resorts of Maldives. Nestled in the South Male Atoll, Jumeirah Vittaveli is a 20 minutes boat ride away from Male.

- Report directly to the Resort Manager
- Maximizing the guest satisfaction at the Resort is the main responsibility of the role.
- Achieved and increased the overall guest satisfaction score by four percent and front office arrival and departure scores by six percent compared to the previous year
- Trained the team and maintained the internal LQA audit score above 98 percent
- Planned the stay and engaged with all the social media influencers and celebrities for the Resort
- Overlooking the reception, Service One, Transportation, Butlers, Guest Relations, Photo Lounge, Airport lounge and Airport Protocol Staff
- Giving direction to the entire department in order to have effective communication, to minimize guest complains and to enhance the service provided to the guests.

- Working in close coordination with the revenue and reservations team for future bookings and maximizing the occupancy and revenues.

2018 March- 2019 February

Movenpick Hotel Karachi

| <http://www.movenpick.com> | Karachi, Pakistan

Front Office Manager

In-charge of the Front Office department of this luxurious property. With 407 Keys it is the second largest Hotel in Pakistan. Located in the busiest and largest city of Pakistan.

- Report directly to the General Manager
- Helped the Hotel achieve the number one ranking on TripAdvisor for hotels in Karachi within two months compared to the previous fifth rank
- Helped achieve a TrustYou overall score of 86 percent compared to the previous 72 percent
- Improved the Arrival score by 11 Percent and the departure score by 9 percent
- Departmental employee engagement survey score was 92 percent which was previously 83 percent
- Overlooking the reception, Guest Response Centre, Telephone, Concierge, Executive Lounge, Business Centre, Airport Protocol team and Guest Relations
- Direct all activities of the departmental Managers to ensure communication and follow-up on guest requests and service related issues
- Coordination with the Revenue and Reservations Managers on room availability and selling strategy to maximize occupancy, revenue and rate

2016 December – 2018 February

Marriott Hotel Islamabad

| <http://www.marriott.com> | Islamabad, Pakistan

Front Office Manager

Leading the Front Office Operations of this 5 Star Luxury Property. Located in the Heart of the Capital of Pakistan.

- Report directly to the Hotel Manager
- Maximising the guest satisfaction scores compared to the previous year and have ensured that the scores are within the Marriott International benchmark
- Helped improve the overall guest satisfaction score by six percent, arrival score by 7 percent and departure score by 4 percent
- Motivated the team and achieved a departmental employee engagement survey score of 87 percent compared to the previous 81 percent
- Achieved the Marriott yearly target for membership enrolments within the first seven months of the year
- Direct all activities of the Duty/Assistant Managers and Night Manager to ensure communication and follow-up on any guest requests
- Coordination with the revenue and Reservations department on room availability and selling strategy to maximize occupancy, revenue and rate

2015 June- 2016 October

Sofitel Dubai The Palm Resort & Spa

| <http://www.sofitel.com> | Dubai, UAE

Assistant Manager Front Office

A key member of the Front office management of this 5 Star Luxury Resort & Spa, situated on the man made wonder known as the Palm Jumeirah.

- Report directly to the Front office Manager
- In charge of Front office operations
- Duty Manager
- Key Driver for TSA- Helped the team to achieve the monthly target regularly and audited the upsells
- Departmental Training

2014 March- 2015 May

The H Hotel Dubai

| <http://www.h-hotel.com> | Dubai, UAE

Guest Services Manager

Contributing to the Front office management of this 5 Star Deluxe Hotel, situated on the prestigious location of 1 Sheikh Zayed Road.

- Report directly to the Front office Manager
- In charge of Guest Services and front office operations
- Payroll, Vacation Plan and Departmental Roster
- Recruiting new Front Office Associates
- Key Driver for TSA - drove the team and achieved the TSA monthly target for four months in a row and for nine months in the year
- Departmental Training

2010 October-2013 August

Shangri-La Hotel Huhhot

| <http://www.shangri-la.com> | Huhhot, China

Service Manager- Front Office

Part of the front office team of the leading 5 Star Hotel in the capital of Inner Mongolia. Located in the heart of Huhhot.

- Report directly to the Front Office Manager
- Assist the Front Office Manager with the Front office Operations
- Received 18 guest recognition awards and became silver star 3 months in a row
- Planned and Reopened all Front office areas after Renovation, including the Horizon Club Lounge
- Enforced all the Standard Operating Procedures to the Staff
- Training all the associates
- Associate development Planning
- Departmental Duty Roster

2010 February- 2010 July

Island Shangri-La

| <http://www.shangri-la.com> | Hong Kong

Management Trainee

As part of the team of one of the flagship hotels of the Shangri-la chain, assisted in the daily operations of the Horizon Club Lounge.

- Front Office and Food & Beverage operations of the lounge
- Built excellent reputation based on quality of customer care and service
- Breakfast preparation and service
- Happy hour preparation and service
- Ensured compliance with hygiene, health and safety legislation and security policies
- Received positive guest feedback by ensuring they enjoyed a VIP experience

2008 April- 2008 June

Traders Hotel Kuala Lumpur

| <http://www.shangri-la.com> | Kuala Lumpur

Trainee

A 4 Star Deluxe Hotel located in the Heart of Kuala Lumpur. Since opening, it has been one of the top ranked hotels in Kuala Lumpur according to trip advisor.

- Food & Beverage operations
- Restaurant operations and Sky Bar operations
- Assisted in coordinating social events for the Sky Bar

2008 January- 2008 March

China World Hotel Beijing

| <http://www.shangri-la.com> | Beijing, China

Management Trainee

One of the flag ship hotels of the Shangri-la Hotel chain. At the time of the training it was the leading 5 star hotel in the city of Beijing and it is located in the heart of Beijings central Business district.

- Front office operations
- Food and Beverage operations

General

Voluntary

Interests

English teaching and guidance program for Local school children in China

Travel, Photography and Documentaries